



JOB DESCRIPTION

Job Title: Outreach Coordinator

Supervision Received: Reports to the Director of Clinical Services and the Director of Administrative Services

Supervision Exercised: None

Job Summary: The Outreach Coordinator proactively communicates with patients and collaborates with providers in an effort to promote preventive services. He/she communicates with and contributes data to insurance companies and medical home programs to support various patient care initiatives.

Essential Functions:

- Review care opportunity and feedback reports from various sources to identify patients who need outreach;
- Outreach to patients for preventive care scheduling and coordination;
- Schedule wellness, Medicare wellness and ancillary service appointments;
- Review patient records and collaborate with providers to ensure the completion and submission of “care gap summaries”;
- Ensure all data is tracked and documented for follow-up and reporting;
- Communicate with insurance plans when necessary and employ a general understanding of patients’ benefits.

Qualifications & Skills:

- Minimum two years medical office, billing/insurance, patient scheduling and/or clinical experience;
- Excellent interpersonal skills;
- Ability to work autonomously;
- Exceptional organizational skills and ability to multitask;
- Proficiency with technology, including electronic health records, file download/upload, website navigation and electronic data submission;
- Attention to detail;
- Superior written communication and documentation skills;
- Developed analytical and deduction skills.

Physical Requirements:

- Sufficient physical ability and mobility to work in an office setting;
- Stand or sit for prolonged periods of time;
- Occasionally stoop, bend, kneel, crouch, reach, and twist;
- Lift, carry, push, and/or pull light to moderate amounts of weight;
- Operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard;
- Verbally communicate to exchange information.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills and abilities may change as needs evolve.